

The Port Authority of NY & NJ Toll Payer Advocate and staff investigate and address E-ZPass and Tolls by Mail toll issues that the New York Customer Service Center is unable to resolve.

1 At which Port Authority of NY & NJ facility did your issue occur? (check at least one)

George Washington Bridge

Bayonne Bridge

Goethals Bridge

Lincoln Tunnel

Holland Tunnel

Outerbridge Crossing

The Port Authority operates the bridges and tunnels that connect New Jersey and New York City. The Port Authority of NY & NJ Toll Payer Advocate cannot engage in issues associated with other tolling authorities, such as:

- MTA Bridges and Tunnels: www.mta.info/tpa
- New York State Thruway Authority (NYSTA): www.thruway.ny.gov/tpa
- New Jersey Turnpike Authority (including the Garden State Parkway): www.njta.com

2 When did you last contact the E-ZPass NY Customer Service Center (800 333-8655 or www.e-zpassny.com) or the Tolls by Mail Customer Service Center (844 826-8400 or www.tollsbymailny.com) about this toll issue?

Date (MM/DD/YYYY)

Method of your last contact with the Customer Service Center

Walk in

Call

Web

Was a resolution offered to you?

Yes

No

3 Provide the following information regarding the vehicle involved:

Name of registered vehicle owner

License plate number

License plate state

Provide the following information (if known):

E-ZPass Tag Number

E-ZPass Account Number

Toll Bill Number

4 Contact Information

* Indicates a required field

Last Name*

First Name*

Street Address*

Street Address 2

City*

Country*

USA

Canada

State/Province*

ZIP/Postal Code*

Phone*

Alternate Phone

E-mail Address

5 Tell us about your toll issue

Describe the problem you are experiencing and how you tried to resolve it:

How can the Toll Payer Advocate help?

Is your vehicle registration currently suspended?

Yes

No

What to expect next:

You will be contacted in 1 to 3 business days following receipt of this form to review your request.